

# Public Employees' Retirement Fund

September Results - Version I

## Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

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GEFP Liaison Tad DeHaven

## Statewide Initiatives:

Annual Savings and Efficiency Gains  
One-Time Savings and Efficiency Gains  
Competitive Sourcing Participation

## YTD FY 2009

Annual Savings and Efficiency Gains	\$0
One-Time Savings and Efficiency Gains	\$5.6
Competitive Sourcing Participation	\$11.1

## 7/01/08 to Current

Finance: Clean up of outstanding check project = \$4.0k

Finance: W&C keeping change from <10 to <24 employees = \$0.4k

## Agency Metrics:

### Financial Performance

#### Plan Performance

5-year actual return versus target return

## Result

-1.6%

## Target

>0% <0%

## Comments

#### Manager Performance

3-year actual return versus benchmark return

-1.5%

>0% <0%

### Customer Service

#### Benefits

Percentage of distributions processed in 30 days or less

97%

95% 80% - 94%

Percentage of retirements without payment interruption

100%

95% 80% - 94%

#### Call Center

Percentage of calls answered in less than 30 seconds

81%

75% 60% - 74%

#### Customer Satisfaction

Customer satisfaction index

92.2%

90% 75% - 89%

### System Measures

#### % Automated Account Transactions

% of automated transactions

57.15%

50% 25% - 49%

### Fundamental Agency Change Initiatives

**Internal Controls:** Procedures - Since July 1, 2008 Finance has approved 47 and 0 are in-process.

**Business Technology Enhancements:**

**Retirement Planning:**

**Human Resources:**